

Clerical and Office Group  
Office Supervisor, Meter Maid and Customer Service Series  
Customer Service Inspection Series

**CUSTOMER SERVICE INSPECTOR**

06/94

*Summary*

Under general supervision, investigates customer complaints regarding water and sewer service and billings.

*Typical Duties*

Inspect residential and commercial customer premises upon request. Involves: ascertaining number of water consuming appliances and plumbing fixtures on premises; turning off fixtures and observing water meter to detect leakage; examining water meter and connection for defects of damage; testing meters for accuracy examining ground for water seepage; recommending customer action to reduce water consumption; discussing water conservation with customer; explaining departmental rules, policies and procedures.

Perform other responsible customer service fieldwork, as assigned. Involves: verifying the accuracy of water billings by re-reading meters and meters coded as unreadable; substituting for immediate supervisor or co-workers, as assigned, during temporary absences by performing specified duties and responsibilities necessary to maintain continuity of customer service; maintaining records and preparing reports

*Minimum Qualifications*

Training and Experience: Graduation from high school or equivalent, and two years in customer service field experience which involved applying standard practices to independently resolve customer service problems; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: departmental rules, regulations and policies; customer relations practices and techniques; water meter reading; local geography and street locations. Good knowledge of: customer billing and account coding; components and operation of water meters and plumbing fixtures; motor vehicle operator maintenance. Some knowledge of: water conservation concepts and practices.

Ability to: read various types of digital and analog water meters; make mathematical calculations; ascertain facts regarding customer complaints; interpret instructions and apply established methods to solve practical problems involving concrete variables in diverse situations; establish and maintain effective working relationships with fellow employees, customers and the public; express oneself clearly and concisely orally and in writing; maintain records and prepare reports.

Skill in the: use of hand tools used to service water meters; operation of a motor vehicle.

Physical Requirements: Required to: frequently walk, bend, stoop, squat and move steel plate meter covers; continuously work outdoors in all kinds of weather.

Special Requirements: Work evening, weekends, holidays and mandatory overtime, as required.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

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Director of Personnel

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Department Head